



Lakeside @ Our Place

Statement of Purpose

OFSTED Registration No: URN 2553111

INDEX

<u>Item</u>	<u>Page</u>
Our Aim	3
Our Objective	3
Our Vision Statement	3
Our Ethos	3
Overall Outcomes	3
Location	4
Policies	5
Protection of Vulnerable Young People	5
Religious & Cultural Observance	6
Views, Wishes & Feelings	6
Enjoyment & Achievement	7
Anti-discriminatory Practice & Young People's Rights	7
Education	7
Health	8
Positive Relationships	9
Promoting Contact	9
Promoting Positive Behaviour	10
Therapies	11
Occupational Therapies	11
Speech & Language	11
Psychology	12
Play Therapist	12
Leadership & Management	12
Registered Person's Details	12
Complaints & Concerns	12
Staff	13
Care Planning	14
Emergency Placements	14
Annex A	15

Welcome to Lakeside @ Our Place

Lakeside @ Our Place provides care and accommodation for 10 adolescent young people, both male and female, with special needs, moderate to severe learning difficulties, autism and challenging behaviours for the purpose of independence.

Our Aim

Lakeside @ Our Place supports young people through adolescence and adulthood learning, educationally with employability skills and life skills, which will enable effective planning of the transitioning young people to a successful adult provision, providing step down programmes of reduced support, where possible, with the hope of living a more independent life. Lakeside @ Our Place will aim to support young people achieve their ambitions and reach their best potential.

Our Objective

This will be achieved within a multitude of ways; the right of choice, individuality and developing positive, appropriate relationships within the community. Lakeside @ Our Place provides well-tailored individualised plans for all young people who reside, focusing on holistic support and care by working in partnership with both in and external professionals and networks that the young person has.

Lakeside @ Our Place does not offer a formal educational facility; however, we do offer bespoke 'Support for Learning' packages which are outlined in three categories:

1. Employability
2. College/ Education
3. Promoting Independence skills.

We take into consideration and support the young people's values, religious beliefs and cultural values and work with families, professionals and young people to ensure equal partnership planning, developing and monitoring their own care.

Our Vision Statement

Supporting Independence with Respect, Dignity and Equality.

Our Ethos

Our Ethos at Lakeside @ Our Place is to enable young people to develop independence skills to strive to meet their full potential, with a person-centred approach. Our aim is to enable the young people to gain access to local colleges to enhance their employability and give the young people opportunities for apprenticeships to enhance their quality of life, alongside development within confidence and self-esteem to live independently.

Lakeside @ Our Place provides residential accommodation for up to 10 adolescent young people of mixed gender, for the purpose of independence, supported by a team with a wealth of experience within the sector. Our ethos is to provide young people with a safe, nurturing environment where their skill sets, and outcomes are at their maximum potential.

Overall Outcomes

The overall aim of Lakeside @ Our Place is to provide high-quality care and develop integrated life skills and offsite educational opportunities to enable young people to achieve their best outcomes alongside focusing on developing the young people's; abilities, skills and interests to live as independently as possible.

Our objectives are to develop independence:

- Cooking skills
- Self-care skill
- Ensuring that the young people can meet/ develop understanding of their health needs
- Have appropriate relationships in the community
- Manage/develop an understanding of their finances
- Develop self-regulatory strategies to promote management of their behaviour
- Employability and/or community inclusion
- Encourage Young People to follow their aspirations and determine future goals

Location

Lakeside @ Our Place is a semi-rural, residential provision located in Bransford, Worcestershire and has been purpose built to provide young people with 10 private en-suite bedrooms.

Rooms can be personalised by each young person and each bedroom also has its own private postal address. The exterior of the home has large grounds to which the young people have day to day access and where they can plan activities which fit into to their individualised plans.

There is a communal lounge area with a television and Internet accessibility. This provides a perfect opportunity for the young people to develop friendships, share interests and develop sharing and social skills.



There is access from the communal lounge to a balcony which overlooks a nearby lake.

This can be used by our young people, BUT ONLY WITH FULL SUPERVISION FROM CARE STAFF.

A fully fitted kitchen with all appliances and a dining area allows the young people to be supported in undertaking light kitchen duties to enable them to prepare meals and support their move to future independent adulthood.

There is a fully equipped disabled toilet as well as wet rooms and access to a laundry room. Within the home there is also a games room where the young people can have time to themselves to have some quiet time to relax and undertake activities of choice.

Policies

Lakeside @ Our Place policies can be accessed via the company website; which includes Lakeside @ Our Place's safeguarding and behaviour support policy, or alternatively a request to the Senior Management Team can be made for access.

Protection of Vulnerable Young People

Safeguarding vulnerable young people is everyone's responsibility.

The health, safety and wellbeing of all young people within Lakeside @ Our Place is of paramount importance to all adults who both work within and visit.

All young people have the right to protection, regardless of; age, gender, race, culture or disability.

All young people within Lakeside @ Our Place are respected as individuals and are protected from harm. If there are safeguarding concerns for a young person, their placement plan, agreed between Lakeside @ Our Place, their placing authority and family/carers, this will include details of the steps that Lakeside @ Our Place will take to manage any assessed risks on a day to day basis.

Staff at Lakeside @ Our Place will continually and actively assess the risks of each young person and the arrangement in place to protect the young people.

Lakeside @ Our Place staff will seek to protect the young people from harm and support them to manage their own safety when they are outside of the home. The staff team will have the skills and experience to enable the young people to stay safe away from Lakeside @ Our Place, this also includes the ability to identify the signs that a young person is at risk, and where necessary help the young person to manage the risks.

Lakeside @ Our Place has such safety features in place as; coded external gate to the premises, front door and coded staff area alongside the COSSH, medication, sharps/ pantry and laundry room being locked by a key which is kept in the staff office, again in a lockable box. The young people will have access to these areas in relation to their assessed capacity and worked towards in relation to their set targets to minimise risks and ensuring the safety of the young people that reside at Lakeside @ Our Place.

There will be a responsibility of all of the staff team at Lakeside @ Our Place to take reasonable precautions and make informed professional judgements based upon the individual young person's needs and developmental-stage about when to allow a young person to take a particular risk or follow a particular course of action, this will then be discussed with the young person's placing authority and parents, where appropriate.

If a young person makes a choice that places them or someone else at significant risk or harm, Lakeside @ Our Place staff will assist them to understand the risks and manage their own behaviour to keep them safe.

Young people will need to understand how to protect themselves appropriately, feel protected and be protected from significant harm. Lakeside @ Our Place staff will encourage the young people who reside at Lakeside @ Our Place to encourage young people to express their views about whether they feel safe, and if not why, both within and outside the home.

Staff will support the young people to understand how to ask for help to stay safe and that the home is an environment that supports this. A copy of the safeguarding policies can be obtained on the Lakeside @ Our Place website or on request from the Registered Manager.

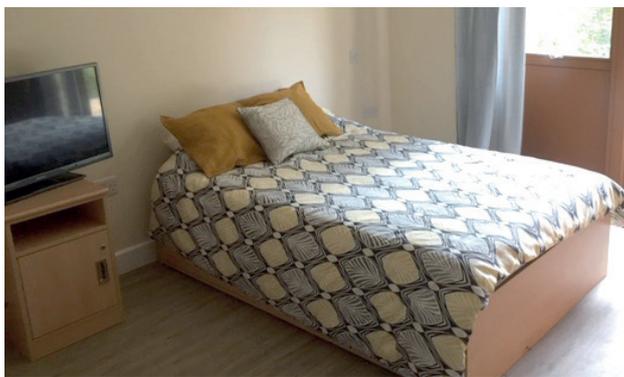
To ensure the safety of the young people that reside at Lakeside @ Our Place there are surveillance cameras, placed on the outskirts of the building this is to monitor unauthorised visitors that may be present on the grounds.

Religious & Cultural Observance

Individual cultural and religious needs are supported and understood by the staff team in order to ensure that the young person is receiving culturally sensitive and appropriate care. This would be reflected in care plans, dietary requirements, opportunities for religious worship, personal items and hygiene and social arrangements during and before the admission process.

Views, Wishes & Feelings

Consultation - It is essential that the young people we care for have a voice and have a say in how the home is run. The individual young persons' keyworker has an essential role in acting as their advocate and ensuring their views are heard. Each young person will take part in key worker sessions to obtain young person views wishes and feelings. The staff team will work with the young people to develop their independent skills, regularly reviewing their care plan and providing encouragement and support on how to achieve this will be part of these session including making sure that they are happy and feel safe.



The young people will be given the opportunity to participate in and shape the overall ethos, nature and routine of Lakeside @ Our Place and given the relevant information, appropriate explanations and choices about daily life in the home and their wider plan of care. Each young person's talents and interests will be understood and nurtured, with the young people developing confidence to select activities based on their personal preferences and abilities, so far as is reasonable.

Lakeside @ Our Place will ensure that the young people are provided with the support, in line with their age and understanding to communicate their views, wishes and feelings and participate as much as possible in all aspects of their care planning and daily care.

The staff team have the skills and confidence to communicate easily and understand the importance of listening, involving and responding to the young people.

Staff have a responsibility to observe, notice and respond to the young people who are expressing their views and acknowledging that it is not the sole responsibility of the young person to initiate this communication.



The staff at Lakeside @ Our Place play an important role in meetings, so as to support the young people and provide a clear understanding about their views, wishes, feelings and expectations for their future.

Enjoyment & Achievement

Each young person's care plan will set out the permissions that their local authority has delegated to the registered person, this will outline the clarity of Lakeside @ Our Place's ability to give permission for offsite trips, involvement in sporting activities, leisure and cultural activities alongside any social integration with friends.

Lakeside @ Our Place will, where possible, seek to identify and provide appropriate opportunities for all our young people that enable them to grow and develop as part of their individualised care plan.

In addition, Lakeside @ Our Place wherever possible will secure the appropriate authority to support and involve the young people in the same positive activities as their peers.

The young people at Lakeside @ Our Place will be offered a wide range of opportunities and encouraged to participate in enjoyable and developmental activities such as: offsite trips, clubs, volunteering, orienteering, Duke of Edinburgh schemes and leisure activities.

Staff at Lakeside @ Our Place will be skilled in understanding the range of influences that friendships can have and will encourage those with a positive impact and discourage those with a negative impact.

All of the young people who reside at Lakeside @ Our Place will have access to local services and have the opportunity to participate in activities within the local community to enable engagement with the cultural, sporting, and leisure activities available to other young people in the community.

Anti-discriminatory Practice & Young People's Rights

Staff at Lakeside @ Our Place are committed to working with young people, in an anti-discriminatory manner and do not discriminate against any young people on any grounds.

In recognition that many of our young people have come from a multitude of backgrounds, we strive to provide an atmosphere where all young people feel safe enough to challenge anything that makes them unhappy or feel unsafe.

All young people are actively encouraged to make choices and decisions about their wishes and needs. All staff recognize this as the underpinning foundation of work they undertake with the young people at Lakeside @ Our Place.

Education

Lakeside @ Our Place has networked and created links within the local area, and are constantly adding to these to be able to provide and support young people to achieve outside of the residential home. These links and activities include:

- Employability skills
- Support with creating CV
- Volunteering with the Canal Trust
- Charity shops
- Car garages
- Local college provisions (Worcestershire College, The Bridge and Horizons)
- Secondary Schools
- Apprenticeships (Car mechanics, chefs etc.).

Formal education will be sourced externally to the Lakeside provision, the young people, if required, will have support from Lakeside staff while at the external provision in which education is formally presented. We currently have links with The Heart of Worcestershire College where the young people can have access to courses in line with their views, wishes and feelings, aspirations in line with their EHCPS or Pathway Plans.

If there is no longer a requirement for a young person to be educated in a formal setting Lakeside will set targets in line with the ADL framework (activities of daily living) to develop the young people's independence skills and strive to work with the young people make links within the local community to further develop their networking skills and open opportunities for employability, work experience and apprenticeships.

Health

Health Promotion

All young people have a Health & Wellbeing Care Plan and this is reviewed in consultation with the team, family and local authority with a focus on how they can support their own health needs.

This will include what support is required to enable best outcomes and how Lakeside @ Our Place will deliver the model of care.

Each young person is registered with the local GP within 28 days of admission. They undertake routine dental, optical screening and immunisations subject to the necessary consent from parents or the responsible individual.

The young people have access to the Learning Disability/CAMHS service and pathway through a referral from the GP. Further support from Lakeside @ Our Place Therapy team will also be available for all areas including support with how to build young adult's confidence and self-esteem for adulthood.

The staff at Lakeside @ Our Place will support the young people to navigate to primary and secondary health services while the staff team advocate on their behalf where necessary and appropriate alongside having a key role in organising and ensuring that the young person's attendance of primary and secondary appointments are attended and outcomes are followed. Lakeside @ Our Place staff will encourage the young people to take a proactive role on the management of their day to day health and well-being and inform all other professionals and family members who also hold a responsibility for the young person's health to seek to ensure each young person's health needs are met.

If a young person has a specific health need they will be supported by Lakeside @ Our Place staff to manage these subjects to their understanding. In line with the young person's health plan and Lakeside @ Our Place's ethos the young people will be offered advice, support and guidance on their health and person care to enhance and inform. For young people with specific medical conditions and requirements as stated within their EHCP, Lakeside @ Our Place will take into account their health objectives and specific responsibilities in relation to a young person's health will be agreed with the local placing authority and parents/ carers, as appropriate.

Lakeside @ Our Place will play a key role in supporting young people to achieve and maintain a healthy lifestyle and ensure that the young people are provided with meals that are nutritious and subtle for each young person. Young people will be involved in choosing and preparing meals and have the opportunity to sit as a group to eat their meals. Where a specialist health intervention is arranged for a young per.

Staff at Lakeside @ Our Place will be supervised and appraised in relation to their knowledge on the young peoples individual health needs, if this is proven to be extensive the members of staff will undertake medication training, this involved a theory course alongside a medication observation competence assessment, once this is completed staff at Lakeside @ Our Place can then administer medication to the young people if appropriate and the young people are unable to self-medicate.

The young people at Lakeside have Medication Profile which outlines the young peoples medication, what they take, when they take this and what side effects are common for the medication so that all staff at Lakeside have an understanding of the young peoples medication, what to look out for and are able to explain to the young people the rational and importance of the medication they take.

Positive Relationships

Lakeside @ Our Place recognises that positive, stable relationships help the young person feel safe, secure and cared for.

Bullying can manifest itself in many forms such as behaviour by an individual group, repeated over time or intentionally hurting another individual/ group, physically or emotionally.

The wider access to technology has provided a new medium of bullying known as 'cyber bullying'.

Lakeside @ Our Place will work closely with the placing authority to understand the young person's relationship history and staff working at Lakeside @ Our Place will understand the appropriate level of contact with family and friends on initial assessment outlined within their care plan.

The home will liaise closely with health and educational professionals to ensure that outcomes identified, and progress made in relationship building and achieving socially acceptable behaviours.

Lakeside @ Our Place will support to develop the young people's understanding and empathy towards each other to enable the building positive relationships by having clear targets based on reducing socially unacceptable behaviour.

Positive behaviour and relationships will be praised and encouraged while poor behaviour will be discussed and supported to develop their skills to deal with conflict effectively, where necessary.

The staff at Lakeside @ Our Place build constructive, warm relationships with the young people that actively promote positive behaviour which will provide the foundation for managing any negative behaviours.

Promoting Contact

Every effort will be made by the home to maintain the parent/child relationship.

All parents, social workers/local authority point of contact/ personal advisors and carers will be kept up to date with their young person's progress through regular newsletters and monthly reports.

We encourage face to face contact at every opportunity. However if this is not possible, we will encourage contact through internet access in a private area.

Families will also receive regular postcards of achievements from their child and the keyworker.

We would welcome regular letters and photos from parents and family so that we can keep the children up to date with what is happening at home.

The key worker will be available for phone calls at times convenient to both sides, and protected time will be made available for parents & family to speak to their child.

Promoting Positive Behaviour

We believe that majority of inappropriate behaviour is learnt behaviour and all forms can be seen as a form of communication.

As a team of specialists we aim to give the young person a healthier and safer way to communicate. Our aim is to discourage inappropriate behaviours through:

- Individual management programmes and positive behaviour management.
- Teaching skills which will enhance self-image and self-esteem
- Providing positive role models rewarding positive behaviours
- Consistency of response
- Clear definitions of acceptable behaviour

In a case where a young person is causing significant harm to themselves, others or property and all proactive strategies outlined within their support plans are ineffective, MAPA trained staff would make a dynamic risk assessment to implement MAPA in relation to the young persons support plan. This will be carried out in the best interests of the young person at the lowest level possible, to prevent further harm to themselves, others or property.

As a part of staff induction an onsite, MAPA trainer will deliver a 2 -day MAPA course of the theory and practical physical intervention training.

This is a comprehensive program where at the end of the program an exam is taken to ensure that there is a full understanding of MAPA.

This is renewed annually and regular practice sessions of this training are completed with staff teams to ensure that when required this is safe and effective for the young person.

If any young person is involved in a physical intervention, a full debrief will be completed with the young people.

We train all staff supporting Young People with the 'Positive Options' MAPA programme.

This is a training programme that follows the guidelines provided by SILO and accredited by BILD.

All supporting staff members will receive an initial "Keeping safe" one day programme followed by a two-day physical intervention programme.

All staff receive annual refreshers and all training is conducted by a fully qualified instructor.

In line with agreed health & behaviour plans some Young People may have been prescribed additional medication for behavioural reasons. Should a young person have behavioural PRN prescribed, instructions for use will be clearly documented within the young person's plans.

Should a PRN be used as an intervention then a form will be completed, this will be part of the monitoring and analysis process.

Therapies

We commission the services of experienced occupational and speech & language therapies and these can be accessed by the young people following an assessment of their needs.

This assessment is carried out by those involved in their care and support.

When commissioned, our therapists receive support from the head of care along with input from the team.

Our therapists access clinical supervision from a trained and qualified external supervisor.

All Therapists have the required qualifications and appropriate insurances. The therapists process a report and recommendation that are discussed with the senior management team and the direct care staff then put in to action.

These are reviewed twice yearly by the therapist to measure the outcomes.

All reports will be shared with the placing authority, allocated social worker and where appropriate the parents or guardians.

The multi-disciplinary team meet monthly to review the therapeutic input, assess the effectiveness of these and recommend and offer support to our young people to ensure we meet their individual needs.

Occupational Therapist

Becky Darnton is an Occupational Therapist (OT) with over 20 years' experience working with children, young People and adults with a wide range of difficulties.

Becky has worked as a Children's Occupational Therapist in the school system within the UK and New Mexico, USA and in NHS community settings.

Specialist areas include working with children, Young People and adults with learning disabilities, individuals with ASD, with complex needs and / or behaviours which challenge.

Having built up considerable experience in the NHS until 2013 Becky is now an independent Occupational Therapist within the company co-founded in 2011 "Links Therapy Company Ltd" (independent providers of therapy and nursing services).

Becky teaches for Coventry University and an independent panel member for two foster care organisations.

Speech & Language

Jayne Foxley is an independent Speech and language Therapist, who qualified in 1995 and specialised early to work with children with special needs.

Jayne's love and interest for this area has continued and she now works with both children and adults with learning difficulties and/or behaviours that may challenge.

Jayne believes that working on communication with the individual and those around them can open many different opportunities and reduce frustration.

Jayne meets with ex NHS colleagues and with another independent SALT who works in the same clinical area and manages the ALD service in the NHS.

Psychology

Dr Rebecca Andrews is a Chartered Psychologist, who is accredited by the British Psychological Society (BPS) and registered with The Health and Care Professions Council (HCPC).

Psychologists have to complete a standard of proficiency to achieve and maintain this level of professional registration.

She has an up-to-date DBS check and Professional Liability insurance.

Dr Rebecca Andrews has independent supervision.

Play Therapist

Kate Havord is an Art Therapist/Creative Attachment Therapist who works on a freelance basis and provides creative attachment therapy services for adoptive and foster families.

Kate works with children who have experienced trauma and have attachment difficulties and their adoptive parents.

Kate's qualifications are Achieved Art Foundation Course, Higher Education, BA Hons in Ceramics Foundation in Art Therapy and Post Graduate Diploma in Art Therapy.

Kate receives clinical supervision on monthly basis. Kate has an up to date DBS and Professional Liability insurance.

Leadership & Management

Lakeside @ Our Place's leadership team will develop a culture of aspiration for the young people which will be demonstrated through the resources and opportunities that are offered to them.

Lakeside @ Our Place staff will consistently follow our policies and procedures for the benefit and wellbeing of the young people who reside at the home.

Registered Person's Details

Lakeside @ Our Place which is privately owned and operated by Our Place Group.

David French is the Executive Director

David has held a number of senior management posts and is experienced in start ups, MBOs, IPOs, acquisitions, disposals and turn arounds. He was appointed Investor Director in March 2013 and is responsible for operations and business development.

Lena Graham is the Responsible Individual

Lena has a great deal of experience in the sector. She holds qualifications in counselling skills, NVQ 4 Health and Social Care - Children & Young People as well as the NVQ4 in Leadership and management in Care – Children & Young People. She has previously been a Support Worker and Team Leader within a residential home for young adults and children. She went onto become the manager of a small home unit.

The appointed Head of Care (Currently awaiting registration) is Daniel O'Dowd

Daniel has 12 years of experience in the care sector and been a registered manager for the last 4 years. He has worked his way up from being a Support Worker, Team Leader, Deputy Manager and while doing so gain a BA Hons in Social Work and his NVQ4 in Leadership and management in Care – Children & Young People. Daniel has previously work with young people with learning difficulties and manage home for young people with emotional behavioural disorders.

Staff

The home is staffed in line with the agreed needs and requirements of the young people, which will be set out in 1-1 hours, shared care hours, independence and night support.



All care staff receive an induction programme and training prior to working in the home, as well as three weekly learning and development days, this gives staff the opportunity to develop their skills as well as have targeted training to specifically meet the varied needs of our young people, this also provides team meetings, learning and development and time to fulfil other duties.

All care staff who are not already qualified will be expected to undertake a 'Level 3 Children's Workforce Diploma' which can include top up units being completed with qualifications of a similar level and relevance.

All staff are required to complete a probationary period of 6 months with a progress evaluation at 3 months, an extension of the 6 months' probation can be requested and agreed in consultation with the head of care & deputy head of care.

All residential staff receive at least 2 two monthly professional supervision on commencement of employment until 6 months then will have at least 1 supervision monthly.

All care staff will undertake an annual performance review and agree a professional development plan for the following 12 months. An interim performance review takes place at six months to ensure progress is being made.

To ensure that staff have continuing development Lakeside @ Our Place has recruitment a training manager, who has designed and rolled out personal development plan for each member of staff. The training manager meets with staff on regular basis to look at what training they need to ensure that they are meeting the needs of all the young people accommodated at Lakeside @ Our Place.

Where possible the staffing will be of mixed genders, dependent on the referrals of young people and recruitment process. If there is a child of only one gender within the home, there would be a hold put on a bed to ensure that peer groups could be met for all young people and that appropriate role modelling is to be used.

Lakeside @ Our Place will endeavour to maintain a balance of age, gender and skills within the home's population and all new admissions need to be appropriate to the vacancy in relation to the needs of the young people already in residence.

All recruitment posts at Lakeside @ Our Place are advertised and all applicants are judged against explicit and fair criteria.

Applicants are welcome from a full diversity of backgrounds and posts are open to all. We have a commitment to promoting equality and recognising and respecting diversity as part of their specifications as well as managing the application process to ensure that it is fair and accessible to all from the local community.

Care Planning

Placement and Admission

Lakeside @ Our Place has the advantage of being able to offer young people the opportunity to access care, support and offsite education programmes, to support their steps into independence.

Young people between the ages of 16-25 years can be placed at Lakeside @ Our Place up to a full 52-week placement.

We also offer flexible shared care to young people who do not require 52-week placements. We aim to be as flexible possible to ensure we meet the needs of young people and their families.

We will have clear plans for independence and robust assessments will take place to monitor and review progress.

Lakeside @ Our Place can accommodate young people with special needs, moderate to severe learning difficulties, autism and challenging behaviours, with the ethos and culture of improving independence to enable young people to move onto supported living or independent facilities.

Once a young person has been referred to Lakeside @ Our Place, Lena Graham will coordinate the referral and assessment process; she will be the referrer's point of contact.

An initial assessment will be carried by a senior staff member who will observe and gather information in the young person's current setting.

Once all assessments have been completed, Lakeside @ Our Place will provide the outcome of the assessment to the referrer, as we will need to ensure that Lakeside @ Our Place can meet the statement of purpose's objectives.

Emergency Placements

Lakeside @ Our Place can consider emergency placements assuming that space is available, however the young people must meet the objective for the placement. The decision to admit will be based on the following;

- Whether young adult can be accommodated
- They must meet the criteria set out in the Statement of Purpose
- Risk assessments
- The impact on any young person already accommodated at Lakeside @ Our Place

The Senior Management Team will require current placement/care plan, risk assessment, health and wellbeing plans to include medical needs and current medication.

If after the outcome of an Emergency Placement meeting, we can meet the young person's needs, suitable arrangements will be made to accommodate them.

Complaints & Concerns

Lakeside @ Our Place is committed to providing the best care and independence programme, for each individual young person, but we also welcome any parent, child, family, member of staff, support service or member of the public to actively share their concern with the appropriate person. Any worries will be promptly addressed. If your concerns are still not adequately dealt with, you will be asked to submit them in writing, these will then be investigated, and a full report will be available between 5 to 28 days. You can contact Lakeside @ Our Place on 01886 832320 for a copy of the complaints procedure to support you further. There will be resources available on the home. Once all steps have been followed within Lakeside @ Our Place complaints policy then the following action can be taken:

You can complain directly to:

Ofsted: You can make a complaint by letter (Clive House, 70 Petty France, London, SW1H 9EX), email (enquiries@ofsted.gov.uk), by telephone (0300 123 1231) or in person.



**Management Team
2020 - 2021**

Senior Leadership

Responsible Individual
Prevent Officer, Pandemic Planning Officer, Designated Safeguarding Officer (Our Place Group)

Senior Leadership Team

Registered Manager
Designated Safeguarding Officer (DSO)

Operational Team

Deputy Head of Care
Deputy Designated Safeguarding Officer (DSO)

Duty Manager

Duty Manager

Deputy Duty Manager

Deputy Duty Manager

Support Worker

Support Worker

Support Worker

Annex A

Name	Job Title	Qualification & Date Achieved	Years of Care Experience	Gender
Agata Zagrodnik	Support Worker	Diploma of Faculty of Pedagogy & Psychology, CPD Pathway relevant to role	6	F
Aled Burton	Relief Support Worker	First Aid , CPD Pathway relevant to role	<1	M
Antonio Nzbar	Support Worker	Level 2 NVQ Health & Social Care (April 2011), Managing Behaviour of Concerns (June 2018),	12	M
Ashley Henman	Support Worker	Engaged in CPD Pathway relevant to role	2	M
Bijo Jose	Deputy Duty Manager Waking	Master of Social Work; CPD Pathway relevant to role	10	M
Caitlin Lewis	Teaching Assistant	BSc Health Community & Social Care; CPD Pathway relevant to role	<1	F
Carla Sidaway	Waking Nights Duty Manager	Level 3 Diploma in Childcare and Education; CPD Pathway relevant to role	3	F
Catherine Fulton	Teaching Assistant	NVQ2 Catering & Hospitality 2004; CPD Pathway relevant to role	<1	F
Charles Nwoko	Duty Manager Waking Nights	Diploma 3; Engaged in CPD Pathway relevant to role	0.5	M
Charlie Ford	Nurse	Bachelor's in BA HONS in Nursing, BTEC Level 3 Childrens Care Learning & Development, BTEC Level 5 Advanced Practice in work with Children & Families .Engaged in CPD Pathway relevant to role	7	F
Charlie Tandy	Support Worker	Engaged in CPD Pathway relevant to role	<1	M
Charlie Martin	Relief Support Worker	Level 3 Health and Social Care, Engaged in CPD Pathway Relevant to Role	1	F
Charlotte Ottway	Support Worker	Engaged in CPD Pathway relevant to role	<1	F
Charlotte Rees	Deputy Head of Care	A Level H&S, Diploma 3; Diploma 5; CPD Pathway relevant to role	5	F
Chelsea Fleet - Tedstone	Waking Nights Support Worker	BTEC level 3 Health & Social Care, Edexcel level 2 Children & Young Peoples Workforce, Edexcel Diploma Level 3 Early Years Educator,CPD Pathway relevant to role	2	F
Claire Banner	Support Worker	Nursing Diploma, GNVQ Advanced H&SC; CPD Pathway relevant to role	5	F
Corina Trosan	Support Worker	Level 6 & 7 Degrees in Social Work, Teaching Assistant Level 2 Diploma, CPD Pathway relevant to role.	8	F
Courtney McIlroy	Support Worker	QTS, A level Health and Social Care- Advanced, CPD Pathway relevant to role	3	F
Danielle Bennett	Deputy Head of Care	A Level Sociology & Psychology 2012, Engaged in Diploma 3; CPD Pathway relevant to role	<1	F
Danni Farrier	Support Worker	Engaged in CPD Pathway relevant to role	<1	F
David Tudge	Relief Driver	Engaged in CPD Pathway relevant to role	N/A	M
Eleanor Elmy	Support Worker	BTEC Level 3 Health & Social Care, CPD Pathway relevant to role	1	F
Eleanor Johstone-Nutting	Relief Support Worker	Philosophy BA Hons, Engaged in CPD Pathway relevant to role	<1	F
Elizabeth Binks	Support Worker	BA with Hons Youth & Community, Engaged in Diploma 3; CPD Pathway relevant to role.	6	F
Etienne Harvey	Support Worker	Health and Social Care Level 2 Diploma, BA Hons Early Childhood Studies; CPD Pathway relevant to role	<1	F
Evie Pearce	Support Worker	Engaged in CPD Pathway relevant to role	<1	F
Gabrielle Lane	Duty Manager	Level 3 Extended Diploma Health & Social Care; CPD Pathway relevant to role	1	F
Gopal Mehra	Occupational Therapist	BTEC Health & Social Care Level 3; Occupational Therapy BSc Honours; CPD Pathway relevant to role	<1	M
Hafsah Muminah	Support Worker	BSc Counselling Psychology Honours, CPD Pathway relevant to role	<1	F
Huw Burton	Teacher	PGCE in Secondary Mathematics; CPD Pathway relevant to role	<1	M
Ian Henworth	Support Worker	Engaged in Diploma 3; CPD Pathway relevant to role	1	M
Isobella Draper	Support Worker	BTEC Children's Learning & Development, CPD Pathway relevant to role	2	F
James Paulose	Waking Night Support Worker	Level 2 & 3 Diplomas Health & Social Care, Engaged in CPD pathway relevant to role	12	M
James Matthews	Support Worker	Safeguarding and Health and safety Online Courses 11/09/2020, Prevent Online training 11/09/2020, Deprivation of Liberty 03/06/2020,	1	M
Jasmine Thoburn	Support Worker	Engaged in CPD Pathway relevant to role; diploma 3	<1	F
Jaye Taylor	Support Worker	HOW college, Health & Social , Childcare, Engaged in CPD Pathway relevant to role	1	F
Jessica Bulmer	Deputy Duty Manager	BA (Hons) Early Childhood,Level 3 Early Childhood Care,Level 2 Childrens and Young Peoples Workforce. Engaged in CPD Pathway relevant to role.	2	F
Jessica Cousins	Waking Night Support Worker	CPD Pathway relevant to role	2	F
Jessica Wheway	Support Worker	Care Certification,Engaged in CPD Pathway relevant to role	<1	F
Jo Atfield	Support Worker	BA Childhood and Youth Studies, Level 2 Understanding Autism; CPD Pathway relevant to role	14	F
John Mair	Driver	Diploma in Special Needs; Diploma in Careers Guidance; CPD Pathway relevant to role	<1	M
June Seaman	Duty Manager	Access to Nursing Qualification, CPD Pathway relevant to role	2	F
Kaitlin Rodney	Relief Support worker	Developmental Psychology Degree 1st, Engaged in CPD Pathway relevant to role	<1	F
Katie Richards	Support Worker	Business Admin Levels 2 & 3; CPD Pathway relevant to role; enrolling on diploma 3	2	F
Kayleigh West	Support Worker	NVQ Level 2 & 3 Children & Early Years Workforce, Level 3 Paediatric First Aid ,CPD Pathway relevant to role	4	F
Keely Cooper	Support Worker	Unit "Introduction to Childcare Practice" from Level 3 Diploma in Home Based Childcare; CPD Pathway relevant to role	11	F
Keeleigh Franke	Waking Nights Deputy Duty	BTEC Health and Social Care, Diploma 3 bridging units; CPD Pathway relevant to role	1	F
Kenneth Day	Relief Driver	Engaged in CPD Pathway relevant to role	N/A	M
Khayam Ahmed	Waking Nights Support Worker	Level 2 Health and Social Care; Engaged in Diploma 3	2	M
Laura Hallett	Deputy Duty Manager	Engaged in CPD Pathway relevant to role; engaged in diploma 3	<1	F
Lena Graham	Director	NVQ 3 Health and Social Care - Children ; NVQ Level 4 Leadership Management RMA; Basic Counselling Skills 2010, Level 7 in Strategic Management, Designated Safeguarding Lead; CPD Pathway relevant to role	15	F
Lester Layland	Relief Driver	Engaged in CPD Pathway relevant to role	N/A	M
Lorraine McLeod	Assistant Head of Care	Level 3 Diploma Health & Social Care; CPD Pathway relevant to role	8	F
Lydia Biddulph	Support Worker	A Level Health and Social Care, Engaged in CPD Pathway Relevant to Role	<1	F
Madison Andrews	Support Worker	Engaged in CPD Pathway relevant to role	1	F
Marc Soley	Recreational Activity Lead	Level 3 Diploma in Fitness Instructing & Personal Training, Rebound Instructor; Level 3 Award in Disability Fitness, Diploma 3	5	M
Matt Davies	Waking Nights Support Worker	Diploma in H&SC, Engaged in Diploma 3; CPD Pathway relevant to role	1	M
Matthew Harding	Relief Support Worker	Sport and Youth Work Degree, Team Teach Handling, TEFL First Aid	<1	M
Merlin Beedie	Training Manager	Award in Education and Training; MAPA Instructor; EFAW/FAW/Paediatric First Aid Instructor, Level 4 Instruction of Managing the Risk of Aggressive and Challenging Behaviour in the Workplace; Level 3 Patient Handling Trainer; Youth Mental Health First Aider, Designated Safeguarding Lead, Safer Recruitment;CPD Pathway relevant to role	20	M
Meredith Kinsella	Support Worker	Engaged in CPD Pathway relevant to role	<1	F
Michaela Boulton	THRIVE & Trauma Practioner Lead	NVQ Level 3 Health & Social Care; BA Honours in Crime: Law and Policy;CPD Pathway relevant to role	7	F
Mike Spires	Deputy Head of Care	NSPCC- Safer Recruitment, Designated Safeguarding Lead Training, Engaged in Level 5- Diploma in Leadership for H&S Care Children and YP Services	12	M
Mira Magdo	Support Worker	CPD Level 3 ADHD Awareness, CPD Level 3 Child Counselling, Child Protection in Schools, Degree in Philosophy, Degree in Professional Development in Boarding Education, Engaged in CPD Relevant to Role	<1	F
Morgan Farrier	Support Worker	Engaged in CPD Pathway relevant to role	<1	M
Natalie Plant	Relief Support Worker	NVQ Level 3 Children's Residential Services CPD Pathway relevant to role	4	F
Natasha Pullen	Support Worker	BA in English Language and Linguistics; CPD Pathway relevant to role	<1	F
Natasha Smith	Relief Support Worker	Level 3 CYPW; CPD Pathway relevant to role	4	F
Nicholas Waller	Head of Care	NVQ Level 4 in Health & Social Care, Level 2 & 5 Diplomas in Health & Social Care.CPD Pathway relevant to role	26	M
Paige Bourne	Relief Support Worker	A levels in Health & Social Care,Psychology & Sociolog, Engaged in CPD Pathway relevant to role	2	F
Paul Colcombe	Relief Support Worker	CPD Pathway relevant to role	<1	M
Rhoanna Pass	Relief Support Worker	Level 3 Childcare; CPD Pathway relevant to role	<1	F
Samantha Rudge	Support Worker	BA Hons in Criminology & Criminal Justice, Level 3 Lead adult Care Worker.CPD Pathway relevant to role	6	F
Sarah Davies	Director of Compliance & Governance	Level 3 H&SC, NVQ 4 Leadership & Management in Children's Services (RMA), Designated Safeguarding Lead, Engaged in Level 7 Strategic Management; CPD Pathway relevant to role	19	F
Sean Armstrong	Deputy Duty Manager	Adult Social Care Intermediate Apprenticeship 2016; Health & Social Care Adults Level 2 2016	1	M
Shelley Smith	Support Worker	Level 3 NVQ children & Young Person Workforce	5	F
Sophie Philpotts	Support Worker	Engaged in CPD Pathway relevant to role	<1	F
Stephanie Harvey	Support Worker	Engaged in CPD Pathway relevant to role	1	F
Stephen Hakin	Relief Support Worker	Engaged in CPD Pathway relevant to role	1	M
Stephanie Weston	Support Worker	Health and Social Care Level 3 Extended Diploma ,Certificate in Mental Health Awareness Level 2, CPD Pathway relevant to role	3	F
Tanya Garwi	Support Worker	MSc Child & Adolescent Mental Health.Engaged in CPD Pathway relevant to role	2	F
Tracy Webb	Health and Safety Assistant	Diploma 3, Level 5 Diploma Leadership in Residential Childcare, Safer Recruitment; CPD Pathway relevant to role	22	F